

2002

Annual Report (2002): Community Service Report

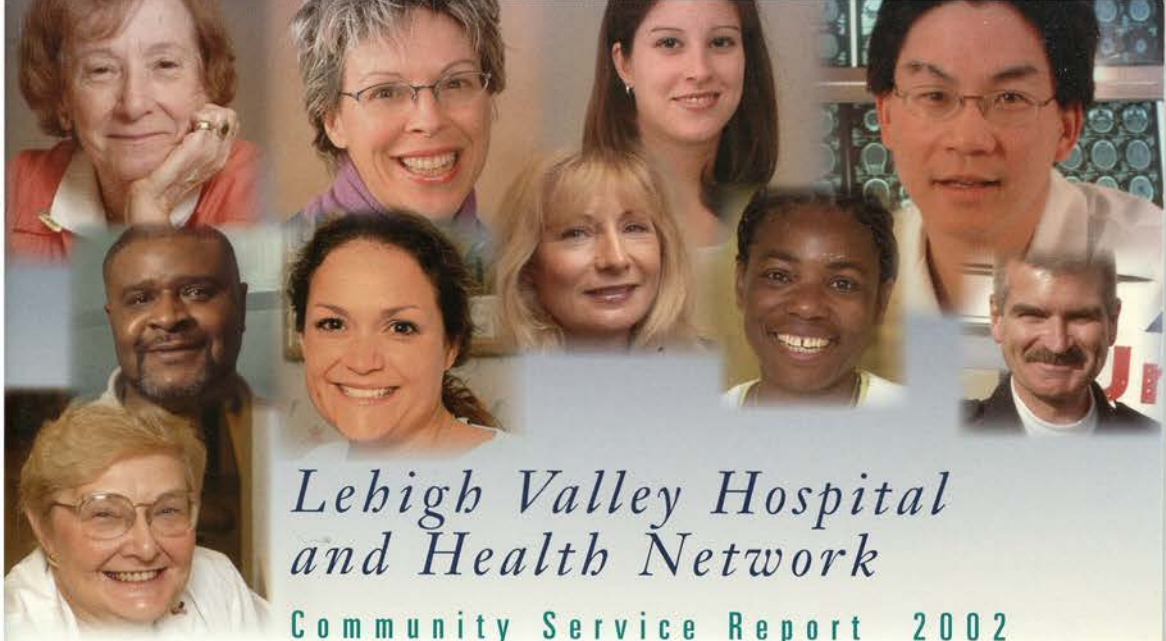
Lehigh Valley Health Network

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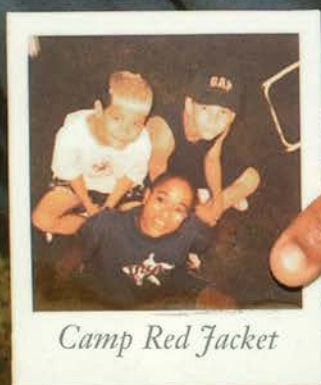
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Lehigh Valley Hospital and Health Network

Community Service Report 2002

*The
Healing
Spirit*



Camp Red Jacket



On our cover

June 25, 2002

Faces of Healing

August 28, 2002

Kyle Keech, of Morgantown, ate a piece of vanilla cake (his favorite) in celebration of his 14th birthday. It was the latest milestone on a remarkable road to healing following a near-fatal car accident. Just days after his birthday, he stood up out of his wheelchair and made his way across the kitchen.

Coming together at diabetes camp.

Christopher Billman, of Allentown, (also on our cover) got some tips on his insulin pump from counselor Ellen Cooper, R.N. The Helwig Health and Diabetes Center's Camp Red Jacket gives young people with diabetes the chance to learn, practice healthy eating and share fellowship.



The Keech family (l-r): mother Kim, Tori, Kyle, Jackie and father Steve.

The Healing Spirit

Every year,

you sense a special spirit

at work throughout

Lehigh Valley Hospital ...

You can feel it in a nurse's tender touch, hear it in a therapist's words of encouragement, see it in a patient's smile. Journey with us, in these pages, through some of the highlights and "healing moments" of the past year.



Beth Hyde, nurse practitioner,
with Felicia Liciaga, Allentown



July 19, 2002

The first 'MI Alert' patient got speedy care at Lehigh Valley Hospital—Muhlenberg. Under this new system—involving Brian Nester, D.O., and his emergency team, the cardiologists and cath labs—the heart attack victim received life-saving angioplasty within 65 minutes of entering the emergency department. MI Alert originated at Lehigh Valley Hospital—Cedar Crest.

The Healing Spirit

at Lehigh Valley Hospital and Health Network

When you turn to Lehigh Valley Hospital, whether it's for emergency care or an exercise class, you bring more than a physical need. You bring the complex person that is you. And what you need from us is more than a medical procedure, an operation or a test. **You need healing in the broadest sense.**

Why? Because you, like all human beings, are imbued with a hungry spirit. Beyond food and shelter and useful work, even beyond the love and support of family and friends, we all seek a sense of meaning in our lives...the opportunity to make the most of ourselves by finding a purpose bigger than ourselves.

At Lehigh Valley Hospital, we recognize the hungry spirit. We, too, are on a journey for meaning and purpose, and our meaning comes from supporting and caring for *you*. Doing this work from our hearts, as all of us do, we embody what we call the *healing spirit*.

You'll find people with this spirit in every corner of Lehigh Valley Hospital and Health Network. Nurses, physicians, therapists, maintenance staff, fitness specialists, volunteers, technicians...their faces are the faces of healing.



A handwritten signature in dark ink, appearing to read "Marvin L. Woodall".

Marvin L. Woodall
Chairman, Board of Trustees



A handwritten signature in dark ink, appearing to read "Elliot J. Sussman".

Elliot J. Sussman, M.D.
President and Chief Executive Officer

September

June 5, 2002

Andy Seipel became the first open heart surgery patient at Lehigh Valley Hospital—Muhlenberg. ICU nurse Russell Sutton, R.N. (left), helped care for him after his triple bypass. Seipel, a Bethlehem truck driver, was already familiar with the hospital from delivering steel to the campus for various building projects.



Fernando Garza, M.D.
cardiac surgeon

Heart

We're expanding to give you even better cardiac care

Heart disease is the number-one killer of American men and women, and it's been a major focus for Lehigh Valley Hospital. *U.S. News & World Report* ranked us among America's Best Hospitals in 2002 for cardiology and cardiac surgery. Now, **we're taking our renowned program to an even higher level** with major expansion projects at both Lehigh Valley Hospital—Cedar Crest and Lehigh Valley Hospital—Muhlenberg.

At Cedar Crest this year, we opened new progressive and acute coronary units. When completed, The Regional Heart Center there will be one-third larger. At Lehigh Valley Hospital—Muhlenberg, we began offering open heart surgery and opened a cardiac cath lab with the world's most advanced all-digital imaging system. It produces images 10 times clearer than older systems.

To ensure that heart patients feel well-cared-for at every stage, our staff created a treatment and follow-up

Continued on page 5



27, 2002

Howard Drinkwater stepped into the debris of Ground Zero at the start of an 11-hour shift with the U.S. Army Reserve. Drinkwater, an information systems analyst, was one of the many Lehigh Valley Hospital employees who responded with their hands and hearts to the Sept. 11 tragedies.

July 16, 2001

Regional
Heart
Center



Intensive care nurses ran through a final drill to ensure the "ideal patient experience" when Lehigh Valley Hospital—Muhlenberg started open heart surgery in June. RNs (l-r) Rita Bendekovits and Kim Badillo played the roles of family and patient, and Mary Rehm and Mary Boyle played the nursing roles.

May 29, 2002

The new acute coronary unit opened at Lehigh Valley Hospital—Cedar Crest.

Electrical foreman Jack Mack and nurses Cheryl Strohl, R.N. (seated), and Melisa Kubic, R.N., were on the unit redesign committee to ensure an efficient workspace for staff and an attractive, comfortable care setting for patients.

sequence called the “ideal patient experience.” Patients and their families tell us they appreciate this effort. **We also developed “MI Alert,” a protocol for heart attack victims** to help ensure they receive angioplasty within the critical first 90 minutes. This is a national standard few hospitals can meet, and we actually do better than the standard.

It's been an active year in cardiac research. **In one**

exciting study, our researchers are using an experimental gene therapy to explore the possibility of helping the heart grow new blood vessels to boost circulation and ease the pain of angina. In another, we're studying drug-coated stents to prevent arteries from reblocking after angioplasty.

Of course, **our most important job as a heart hospital is to prevent heart disease.** We offer dozens of education and prevention programs—fitness and nutrition classes, lectures, cholesterol and blood pressure screenings, and special programs like the 2002 Spirit of Women conference, Heart of a Woman. In the years to come, we'll keep doing our utmost to help you and your family live a heart-healthy lifestyle.



Michelle McAloose, R.N.
open heart unit

Heart

*We're expanding to give you
even better cardiac care*

*The
Healing
Spirit*

August 22, 2002

History was made in neurosurgery.

Mark Li, M.D., saved the life of Joann Jimenez of East Stroudsburg by dramatically lowering her body temperature and stopping her heart to repair a massive aneurysm. It was a regional first, and a rare procedure nationally.





September 11, 2002

Receptionist Patricia Rodriguez welcomed visitor Anna Matok of Allentown to the new diagnostic care center at Lehigh Valley Hospital—17th and Chew. The hospital's original site in downtown Allentown has been newly refurbished as a hub for wellness.

Wellness

*Our first facility is
newly revitalized for you*



It's been an exciting year for Lehigh Valley Hospital—17th and Chew. With nearly \$25 million in enhancements, we've revitalized and renewed the facility where our heritage began, more than 100 years ago.

The project includes a bright new lobby, food court, play area, gift shop and one-stop diagnostic care center, all on street level. Historic murals and displays create an appealing blend of old and new, a place where the healing spirit is tangible.

There are areas and programs for those with special needs—for example, a brand-new, comfortably furnished outpatient mental health clinic for uninsured and underinsured members of our community.

One of the highlights of the renovation is the Center for Healthy Aging. Here, older adults can visit the doctor, stop by the Health Library and Learning Center, take an exercise class, connect with community agencies, and attend presentations like "Turning Memories Into Memoirs." **The Center for Healthy Aging is a place to stay fit, healthy and connected, for people of all ages.**

If you haven't visited Lehigh Valley Hospital—17th and Chew lately, drop by soon for a look!



January 21, 2002

Needy children got hats and gloves donated by emergency department employees at Lehigh Valley Hospital—17th and Chew. On this 18-degree morning, they were helping to keep their community warm.

IN-KIND SERVICES — ■ Speakers program

and volunteerism ■ Donations of furniture and equipment ■ Recovered medical supplies program ■ Psychiatric social work—

support groups and in-services ■ Case Management—

support groups and in-services ■ Infection control community service

■ Pediatrics community service program (includes Child Health

Month and hospital tours) ■ Library services

to the community ■ Center for Educational Development and

Support community service



Mary Ann Sandrock
administrative partner



Erica Peruchetti
physical therapy



Kevin Gross
X-ray technologist

Stewardship

*A summary of financial
and community performance*

In this year's Community Service Report, we explore the healing spirit that pervades Lehigh Valley Hospital and Health Network.

It's easy to see this spirit in the work of nurses, doctors and others who provide hands-on care. As you will read in the following pages, however, they are not the only members of our team who demonstrate the healing spirit day by day. Here in the hospital or out in the community, our researchers, project managers, information specialists—indeed, **employees from all corners of our system are making life brighter for you and your neighbors.**

What does the healing spirit mean to our team? It means sharing a dream, a vision of a healthier community. It means building a culture of trust among all the people we come in contact with. **It means never being content with "good enough."**

That is the spirit we seek out when there's a position to fill at Lehigh Valley Hospital. That is the way we take care of our patients, make use of our 11550 resources and reach out to our community, now and in the future.

Commitment

Lehigh Valley Hospital and Health Network— Our Commitments to the Community

Community service has been part of the mission of Lehigh Valley Health Network since our founding in 1899. Our goal is to enhance the health and well-being of the community, with particular efforts to help those who need special assistance. In fiscal year 2002 (July 1, 2001 through June 30, 2002), we contributed a total of \$39,967,975, including \$3,303,451 for partnerships with local government, schools and others, \$21,671,227 for the direct care of patients, \$2,366,765 for community education and prevention, and \$12,626,532 for professional and patient education. In addition to these financial commitments, we donated space in our buildings, equipment, and the time and expertise of our physicians and staff. These “in-kind” contributions include involvement in dozens of health-related events and activities by community groups.



October 9, 2002

Eighth-grader Amanda Sell tried the new parallel bars

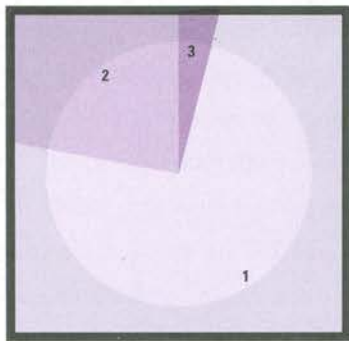
at Northern Lehigh Middle School, watched by teacher Jason Reinhard. The fitness equipment, installed through a partnership of the school district, MESH (Measurable Enhancement of the Status of Health) and Health and Community Service Task Force members, helps area youngsters take charge of their wellness. Looking on are Dale Breyfogle (l) and Linda Faust of MESH.

Our Commitments to the Community



DIRECT PATIENT CARE

1	Bad debt	\$ 7,007,862
2	Medical assistance shortfall	6,008,702
3	Uncompensated charity care	5,275,595
4	Clinic subsidy	2,138,451
5	Medicare/Blue Cross Special Care shortfall	750,124
6	Mental health/mental retardation programs	286,341
7	Pharmaceuticals for discharged patients	131,078
8	Patient representatives and interpreting service	70,603
9	Transitional care	2,471
TOTAL		\$ 21,671,227



COMMUNITY PARTNERSHIPS AND SUPPORT

1	Value of volunteer assistance	\$ 2,499,737
2	Value of local partnerships	646,514
3	Local contributions	157,200
TOTAL		\$ 3,303,451

Sources and Uses of Revenue

Sources of Revenue Analysis

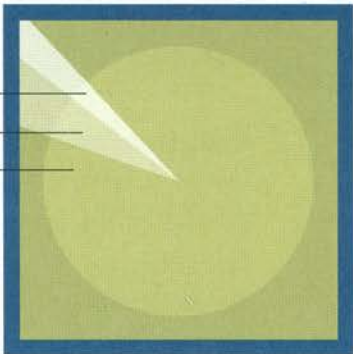
	Actual FYE 06/30/02	% of Total Sources
Net patient service revenue	\$584,749	94.1%
Other operating revenue	26,909	4.3%
Investment earnings (realized)	9,622	1.6%
Total Sources of Revenue	\$621,280	100.0%

Sources of Revenue Analysis

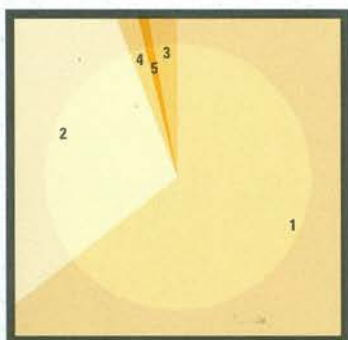
Investment earnings (realized)

Other operating revenue

Net patient service revenue

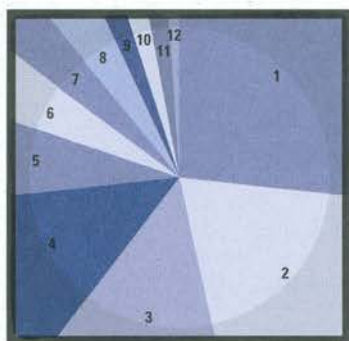


Community



PROFESSIONAL AND PATIENT EDUCATION

1 Medical education	\$ 8,289,683
2 Nursing education	3,891,281
3 Emergency education	296,499
4 Patient education and publications	129,357
5 Clinical education	19,712
TOTAL	\$ 12,626,532



COMMUNITY EDUCATION AND PREVENTION

1 Community health education publications	\$ 627,368
2 Office of Community Health	454,243
3 Materials to promote health-related activities	340,729
4 Pastoral care	317,135
5 School health	168,809
6 John and Dorothy Morgan Cancer Center	123,241
7 Physician referral and health information line	99,738
8 Health promotion and disease prevention	93,442
9 Helwig Health and Diabetes Center education and outreach programs	51,983
10 AIDS Activities Office	42,480
11 Communities In Schools	37,597
12 Coalition for a Smoke-Free Valley	10,000
TOTAL	\$ 2,366,765

Analysis

Uses of Revenue Analysis

	Actual FYE 06/30/02	% of Total Uses
Salaries, wages and employee benefits	\$303,012	48.8%
Supplies, purchased services and other expenses	210,068	33.8%
Depreciation and amortization	40,032	6.4%
Interest	14,261	2.3%
Uncompensated care	39,968	6.4%
Provision for new programs, facilities and equipment replacement	13,939	2.3%
Total Uses of Revenue	\$621,280	100.0%

Uses of Revenue Analysis

Depreciation and amortization

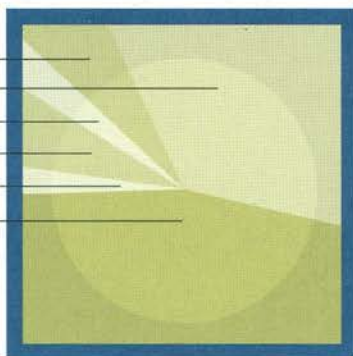
Supplies, purchased services and other expenses

Interest

Uncompensated care

Provision for new programs, facilities and equipment replacement

Salaries, wages and employee benefits



Lehigh Valley Health Network

COMBINED STATEMENTS OF FINANCIAL POSITION *(In Thousands)*

ASSETS	2002	2001
Current assets		
Cash and cash equivalents	\$ 24,461	\$ 22,117
Patient accounts receivable, net of estimated uncollectible accounts (2002—\$7,970, 2001—\$11,137)	91,430	89,363
Prepays, inventories and other current assets	24,376	20,659
Assets whose use is limited or restricted-current portion	13,589	11,275
Net current assets of discontinued operation	<u>7,233</u>	<u>5,473</u>
Total current assets	<u>161,089</u>	<u>148,887</u>
Noncurrent assets		
Assets whose use is limited or restricted:		
Assets limited by board for capital improvements	213,839	194,122
Assets limited by management	13,303	12,098
Assets limited under bond indenture agreements—held by trustee	19,196	1,535
Assets limited under workers' compensation and malpractice arrangements—held by trustee	4,754	2,337
Assets limited to fund deferred compensation and other liabilities	16,205	16,663
Assets restricted by donors	69,886	68,289
Property and equipment, net	335,679	319,982
Investments	8,928	9,524
Deferred financing costs, net and other noncurrent assets	12,851	10,317
Net noncurrent assets of discontinued operation	0	2,332
Total noncurrent assets	<u>694,641</u>	<u>637,199</u>
Total assets	<u>\$855,730</u>	<u>\$786,086</u>
LIABILITIES AND NET ASSETS		
Current liabilities		
Accounts payable	\$ 21,597	\$ 16,234
Accrual for estimated third-party payer settlements	19,540	9,408
Accrued compensation	19,758	17,404
Other accrued expenses	21,669	16,266
Current portion of long-term debt	<u>5,722</u>	<u>5,038</u>
Total current liabilities	<u>88,286</u>	<u>64,350</u>
Noncurrent liabilities		
Long-term debt, net of current portion	317,120	289,427
Negative goodwill, net	10,760	11,064
Deferred compensation and other liabilities funded with matching assets	16,205	16,663
Pension, insurance and other noncurrent liabilities	<u>64,748</u>	<u>53,266</u>
Total noncurrent liabilities	<u>408,833</u>	<u>370,420</u>
Total liabilities	<u>497,119</u>	<u>434,770</u>
Net assets		
Unrestricted	287,725	282,027
Temporarily restricted	17,701	18,849
Permanently restricted	<u>53,185</u>	<u>50,440</u>
Total net assets	<u>358,611</u>	<u>351,316</u>
Total liabilities and net assets	<u>\$855,730</u>	<u>\$786,086</u>

and Component Entities

ands)

June 30, 2002 and 2001

COMBINED REVENUE SOURCES AND USES

(In Thousands)

June 30, 2002 and 2001

Sources of Revenue

	2002	2001
Net patient service revenue	\$584,749	\$526,261
Other operating revenue	26,909	27,581
Investment earnings (realized)	9,622	19,679
	<u>\$621,280</u>	<u>\$573,521</u>

Uses of Revenue

Salaries, wages and employee benefits	\$303,012	\$268,933
Supplies, purchased services and other expenses	210,068	196,526
Depreciation and amortization	40,032	37,124
Interest	14,261	14,919
Uncompensated care	39,968	35,535
Provision for new programs, facilities and equipment replacement	13,939	20,484
	<u>\$621,280</u>	<u>\$573,521</u>

The
Healing
Spirit



Neddy Mack, R.N.
breast health services

September 18, 2002—Researchers completed the pilot-phase study of an interactive computer program that helps women evaluate their breast cancer risk. It's a cooperative research project with Penn State College of Medicine through Lehigh Valley Hospital's Breast Health Services.

November 15, 2002—More than 100 Lehigh Valley-area Students Against Destructive Decisions (SADD) members met at Saucon Valley High School. There, they joined local legislators and law-enforcement officials in a Youth Congress funded through Communities that Care, a substance abuse prevention program managed by the ALERT partnership and the City of Bethlehem.

Lehigh Valley Health Network

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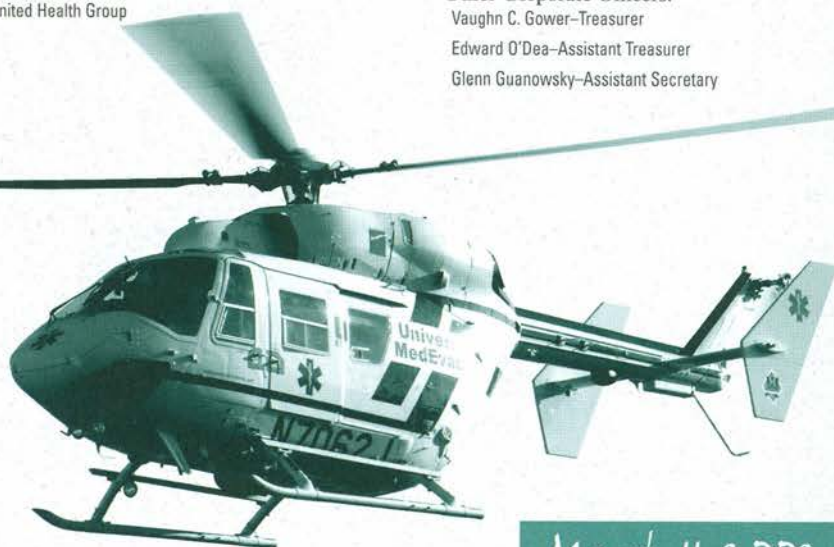
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*The
Healing
Spirit*

March 11, 2002

**Berks county residents have
greater access to MedEvac**

with the extension of the
helicopter service to a permanent
base in Reading. All three MedEvac
helicopters transported 1,338
seriously ill or injured people.

IN-KIND SERVICES — ■ Stroke screening and

community education programs ■ Nutrition assessment, counseling and educa-

tion services ■ Emergency Medical Systems Council—

Board of Directors ■ Trauma division—**injury**

prevention programs ■ University MedEvac outreach program ■ **Patient**

care services —community service (includes

support groups and other programs) ■



Wanda Osorio
cardiology technician



Dona Demott
dental hygienist, dental clinic



Emily Vazquez
central supply

Uncompensated care and educational activities provided

by private staff physicians total 47,664 hours

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The
Healing
Spirit

LEHIGH VALLEY

HOSPITAL AND
HEALTH NETWORK

Growth



Major building plans are in the works at our Bethlehem campus

The Regional Heart Center is only part of the transformation taking place at Lehigh Valley Hospital—Muhlenberg. In fall 2002, **we unveiled plans for a new seven-story building that will meet the growing demand for hospital care** in Northampton County and surrounding areas. In this building you'll find heart services, a new intensive care unit, diagnostic care center, entrance, lobby and cafeteria. There also will be added parking, all private rooms and the potential to increase our bed count to meet the community's growing needs.

The new building combines the comfort of red brick with the high-tech look of exposed steel beams. It's being designed by the internationally acclaimed firm of Venturi, Scott Brown & Associates and nationally recognized health care architect FreemanWhite. Groundbreaking takes place this spring, and construction should be complete two years later in spring of 2005.

If you live in Bethlehem or Northampton County, you know that **our Muhlenberg campus has seen many exciting additions in recent years**—including a new Behavioral Health Science Center and The Children's Hospital of Philadelphia Specialty Care Center of the Lehigh Valley. This new project is the latest in our ongoing effort to bring you the highest level of health care, right in your own community.

The Healing Spirit



August 5, 2002

Ground was broken for the Health Center at Bethlehem Township, the fifth of Lehigh Valley Hospital's multispecialty sites. (Others are located in Trexlertown, Hamburg, Hellertown and Bath.) Kristin Balutis, facilities and construction, reviewed the interior plans.

*The
Healing
Spirit*

August 13, 2002



Nancy Eckert of Allentown

paid a visit to a special person— hospice nurse Alyssa Byrd, R.N., who cared tenderly for Eckert's mother, Alma. Eckert (right), a nurse herself, was singing a favorite hymn to Alma when she died.

October 21, 2002

Ketty Floyd, R.N., joined the Lehigh Valley Hospital nursing staff during a very exciting week—the hospital announced its Magnet status, a mark of national nursing excellence. Floyd, caring here for Arthur Miller of Kutztown, said, “Nurses here are willing to help and teach one another. That teamwork gives us more time and confidence to focus on what matters most—our patients.”



Lori Papciak, R.N.
medical-surgical unit

Caring

Our nursing team earns highest honors

If you or someone you love has spent time in Lehigh Valley Hospital, you know **our nurses are very special people**. Now, the whole country knows it. This year, after a rigorous review process, we earned the title “Magnet hospital” from the American Nurses Association. **We were the first full-service Magnet hospital in the state** and one of only 60 or so (less than 1 percent of all hospitals) in the country.

The honor confirms that we are a national leader, a “magnet” of attraction for nurses who want to work in a progressive and welcoming place. It recognizes our nurses’ involvement in care design, education and research. **It tells you the quality of hands-on care you’ll get here is first-rate.** It’s the reason that, in a time of national nursing shortages, our retention rate consistently exceeds national standards.

But the most important quality our nurses bring to their patients is one they share with the whole Lehigh Valley Hospital team—**the kind of humanity that makes them go far beyond the call of duty**, again and again and again. *This is the healing spirit.* It makes our community a better place to live, and it’s part of our promise to you, now and in the years to come.



EXCELLENCE
in
NURSING

September 10, 2002

Michael Drexinger-Aboulhoda, Allentown, saw his 2-month-old sister, Catharine, for the first time, in the neonatal intensive care unit. It was Michael’s seventh birthday. Today’s technology and physicians make it possible for infants like Catharine, born at 1 pound, 10 ounces, to survive.

March 6, 2002

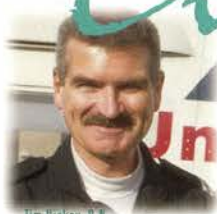
Lloyd Trego of Orefield got his first vitamins from research coordinator Deb Kane, R.N., for the national SELECT trial, which studies the role of vitamin E and selenium in preventing prostate cancer.

Oct

Connections

We're reaching out to you

In and your neighbors



Jim Hickey, R.N.
MedEvac flight nurse

The healing spirit at Lehigh Valley Hospital grows out of a dream...a vision for a healthier community. That vision isn't just about buildings and programs. It's also about getting out into the community with health promotion and education programs to help you and your neighbors.

Our Helwig Health and Diabetes Center has a new program to help children with type 1 diabetes. We're teaching them to use the insulin pump, a device that delivers insulin at a continuous, pre-programmed rate. That spares children from getting injections and allows them to be more active. Ours is the largest pump-training program in the region and one of the largest in the country.

Among our other programs for children and teens is the Pediatric Health Center at downtown Allentown's Central Elementary School. For

The healing spirit in the community—(l-r), Elizabeth Lamm of Schnecksville with her insulin pump, Lemuel Shambry of Allentown at Central Elementary, and Muhlenberg College student Peggy Paul tutoring Angela Rinker of Allentown through Communities In Schools.



Ernesto Rodriguez, M.D., talked with young mother-to-be Aidee Justo of Allentown in his office. The Puerto Rican-born obstetrician/gynecologist also does AIDS outreach and writes a Spanish-language health education column.

October 29, 2002



October 23, 2002

Bryn Surgeoner became a double award winner. The respiratory therapist and her colleagues at Lehigh Valley Hospital earned *Advance* magazine's National Respiratory Achievement Award. Surgeoner, whose childhood asthma inspired her choice of career, was also Northeastern Pennsylvania's Practitioner of the Year.

more than 12 years, this clinic has been a place where parents and youngsters feel comfortable bringing their health questions and concerns.

We're also active with Communities In Schools, the alternative-education program that helps keep at-risk students in school. We provide classroom space for 150 Allen High School students (up from 50 last year), and several of our hospital employees are tutors and mentors to these students—a prime example of **the healing spirit making a difference in someone's life.**

Our specially educated nurses make a difference for another group in need of support. Any day or night, a SAFE nurse (Sexual Assault Forensic Examiner) is available in the emergency department to provide care and give emotional support to sexual abuse victims age 12 and older.

This year we've been able to use funds from the tobacco settlement, in combination with The Dorothy Rider Pool Health Care Trust, to **expand our programming in smoking cessation.** We're counseling heart patients and others now; in the future we plan to offer in-person and telephone counseling to smokers in the broader community.

The Healing Spirit



May 21, 2002

Justice was served with help from Barbara Fadale, R.N., emergency services, a Lehigh Valley Hospital SAFE nurse (Sexual Assault Forensic Examiner). Her medical evidence led to the sentencing of a 15-year-old boy for raping an 11-year-old girl.



Phyllis Hamm
mail room



Janice Marchak
vascular technologist

HOW COMMUNITY SERVICE ADDS UP

35,997 community members attended health promotion classes, screenings, health fairs and injury prevention programs this year.

\$276,832 was donated to United Way by our employees.

107,117 was the total number of visits to Lehigh Valley Hospital's clinics, providing high-quality care to low-income community members.

47,664 hours of free care and education were donated by our physicians.



Lenny Snyder
technical partner

Service

Community service has been part of the mission of Lehigh Valley Health Network since our founding in 1899. Each year, we invest thousands of hours and millions of dollars in the health and well-being of the people of our community, especially those in need. Here are the details for fiscal year 2002 (July 1, 2001-June 30, 2002).

Community Education and Prevention

\$ 2,366,765

These activities include classes and lectures, screenings, health fairs, publications like *Healthy You*, school health programs, and sponsorship for such groups as Communities In Schools, AIDS Activities Office and Women's Health Services.

Direct Patient Care

\$21,671,227

Our hospital subsidizes many clinics and other health care programs for low-income citizens and families. We also provide nearly \$5.3 million in charity care for people outside the private or public insurance safety net. And we absorb a total of more than \$15 million in bad debt and Medicare/Medical Assistance "shortfalls"—the difference between what these programs reimburse us and the actual cost of care.

Community Partnerships and Support

\$ 3,303,451

Each year Lehigh Valley Hospital contributes major funding and volunteer assistance to a number of community groups, including schools, local government programs and firefighters.

Professional and Patient Education

\$12,626,532

Educating our patients is a major responsibility, especially with today's shorter hospital stays. We also operate a large number of professional education programs for medical students, medical residents, nurses, therapists, emergency workers and others.

Community Service TOTAL

\$39,967,975

1,338 seriously ill or injured people were **transported** by the **MedEvac helicopters**.

119,822 calls were made to **402-CARE** for **health information** and service referral.

4,395 physicians, nurses, residents and other **health care professionals** took part in **educational activities** through our **Center for Education**.

545 patients and families attended **classes** and **support sessions** for critical care, total joint replacement, kidney failure or implantable defibrillators.



Jay Needle
pharmacist



Melissa Hilliard
402-CARE call center



Lester Lauer
patient transporter

Excellence

This year, Lehigh Valley Hospital earned a record number of honors and awards.

We view these as indicators of the quality of our physicians and staff, of whom we are very proud; and of the quality of service we will continue to bring to our patients and community.

- **America's Best Hospitals 2002 for cardiology and cardiac surgery**
(U.S. News & World Report)



- **Magnet designation for nursing excellence**
(American Nurses Association)

- One of 11 hospitals nationally profiled as role models for **innovation and high quality of intensive care**
(National Coalition on Health Care, Institute for Healthcare Improvement)



- **100 Top Cardiovascular Hospitals 2002** (Solucient)

- **National Respiratory Achievement Award 2002**
(Advance Magazine)

- One of three hospitals in Pennsylvania **accredited in nuclear medicine** (American College of Radiology)

- Only hospital to win a 2002 **Governor's Award for Environmental Excellence**
(Commonwealth of Pennsylvania)

- **One of four trauma centers in Pennsylvania** accredited as a Regional Resource Trauma Center with additional qualifications in **Pediatric Trauma**



September 13, 2002

Surgeon Robert Murphy, M.D., and his team reattached Sean

McHugh's hand. The eight-hour procedure was a regional first. McHugh, of Allentown, was injured in a circular saw accident and was back to work by Sept. 23.

The Healing Spirit

The faces of healing on our covers...

back cover: clockwise from top, Ketty Floyd, R.N., medical-surgical unit; Brian Nester, D.O., emergency medicine; Kinnard Leatham, M.D., critical care; Neddy Mack, R.N., breast health services; Carmen Rosado, food services; Robert Saville, technical partner; front cover: top row, l-r, Rose Nonnemacher, volunteer; Ellen Cooper, R.N., diabetes educator; Bryn Surgeoner, respiratory therapist; Mark Li, M.D., neurosurgeon; middle row, l-r, David Wilson, engineering; Alyssa Byrd, R.N., hospice unit; Lois Roth, pastoral care; Kossiwa Loneragan, L.P.N., trauma unit; Tim Hickey, R.N., MedEvac flight nurse; bottom, Janet Ifkovits, R.N., intensive care units



The Healing Spirit

One of our most important jobs is keeping you well



Heart disease prevention —it's for women as well as men!

That was the message at this year's Spirit of Women conference, where Deb Harner of Perkiomenville was a speaker. After open heart surgery at age 38, she's raising other women's awareness of heart disease risk factors, symptoms—and the lifestyle choices that will help keep *them* heart-healthy. (Harner is shown here with fellow members of a support group for open heart surgery patients.)

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HOSPITAL AND
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